WHAT IS CLAIMED IS:

1.  A management apparatus for managing a device, comprising:

receiving means for receiving problem information concerning a problem that occurs in said device from a user side apparatus including said device, wherein the problem information is selected from hierarchical types and degrees of a problem; and

transmitting means for transmitting information coping with the problem based on said problem information received by said receiving means.

2.  An apparatus according to claim 1, wherein said device is a printer for printing to output inputted information.

3.  An apparatus according to claim 1, wherein said device is a printer for printing to output inputted information, and said user side apparatus included an information processing apparatus that is communicatable with said printer.

4.  An apparatus according to claim 1, further comprising:

diagnosing means for diagnosing the problem by said problem information received by said receiving means, wherein

said transmitting means transmits information for coping with the problem based on diagnosis results of said diagnosing means to said user side apparatus.

5      5.   An apparatus according to claim 4, wherein said diagnosing means transmits said information for coping with the problem based on a type of said device to said user side apparatus.

10      6.   A user side apparatus including said device that is communicatable with a management apparatus for managing the device, comprising:

selecting means for selecting problem information concerning a problem that occurs in said device out of 15   hierarchical types and degrees of a problem;

transmitting means for transmitting said problem information selected by said selecting means to said management apparatus; and

receiving means for receiving information for 20   coping with the problem based on said problem information from said management apparatus.

7.   An apparatus according to claim 6, wherein said device is a printer for printing to output 25   inputted information.

8.   An apparatus according to claim 6, wherein

said device is a printer for printing to output inputted information, and said user side apparatus includes an information processing apparatus that is communicatable with said printer.

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9. A network system consisting of a device and a server for managing the device that are connected on a network, comprising a user side apparatus including said device, wherein

10    said user side apparatus comprising:

selecting means for selecting problem information concerning a problem that has occurred in said device out of hierarchical types and degrees of a problem; and

first transmitting means for transmitting said
15    problem information selected by said selecting means to said server, and wherein

said server comprising:

second transmitting means for transmitting information for coping with the problem based on said
20    problem information transmitted from said user side apparatus to said user side apparatus.

10. A system according to claim 9, further comprising:

25    diagnosing means for diagnosing a problem of said device based on said transmitted problem information, wherein

said second transmitting means transmits said
information for coping with the problem based on
diagnosis results by said diagnosing means to said user
side apparatus.

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11.   A method of coping with a device problem for
a user side of a device to cope with a problem that a
user feels when the user uses said device, comprising:

a selecting step in which a user side apparatus

10    including said device selects problem information
concerning a problem that occurs in said device based
on hierarchical types and degrees of a problem;

a first transmitting step in which said user side
apparatus transmits said problem information selected

15    in said selecting step to a management side apparatus
for managing said device;

a receiving step in which said management side
apparatus receives said problem information transmitted
in said first transmitting step; and

20       a second transmitting step in which said
management side apparatus transmits information for
coping with the problem to said user side apparatus
based on said problem information received in said
receiving step.

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12.   A method according to claim 11, further
comprising:

a diagnosing step in which said management side apparatus diagnoses the problem based on a type of said device in which the problem occurs, wherein

5      in said second transmitting step, said management side apparatus transmits said information for coping with the problem to said user side apparatus based on diagnosis results in said diagnosing step.

10     13. A storage medium having a program for executing processing for a method of coping with a device problem readably stored thereon, wherein the program comprising:

a selecting step in which a user side apparatus including said device selects problem information
15 concerning a problem that occurs in said device based on hierarchical types and degrees of a problem;

a first transmitting step in which said user side apparatus transmits said problem information selected in said selecting step to a management side apparatus
20 for managing said device;

a receiving step in which said management side apparatus receives said problem information transmitted in said first transmitting step; and

a second transmitting step in which said
25 management side apparatus transmits information for coping with the problem to said user side apparatus based on said problem information received in said

receiving step.

14.  A control method for controlling a management apparatus for managing a device, comprising:

5     a receiving step for receiving problem information concerning a problem that occurs in said device from a user side apparatus including said device, wherein said problem information is selected based on hierarchical types and degrees; and

10     a transmitting step for transmitting information for coping with the problem based on said problem information received by said receiving step to said user side apparatus.

15     15.  A control method for controlling a user side apparatus including a device, comprising:

a selecting step for selecting problem information concerning a problem that occurs in said device out of hierarchical types and degrees of a problem;

20     a transmitting step for transmitting said problem information selected in said selecting step to a management apparatus for managing said device; and

a receiving step for receiving information for coping with the problem based on said problem

25     information from said management apparatus.

16.  A storage medium having a program for

controlling a management apparatus for managing a device stored thereon, wherein the program comprising:

a receiving step for receiving problem information concerning a problem that occurs in said device from a user side apparatus including said device, wherein said problem information is selected based on hierarchical types and degrees; and

a transmitting step for transmitting information for coping with the problem based on said problem information received by said receiving step to said user side apparatus.

17.  A storage medium having a program for controlling a user side apparatus for managing a device stored thereon, wherein the program comprising:

a selecting step for selecting problem information concerning a problem that occurs in said device out of hierarchical types and degrees of a problem;

a transmitting step for transmitting said problem information selected in said selecting step to a management apparatus for managing said device; and

a receiving step for receiving information coping with the problem based on said problem information from said management apparatus.